

When trying to communicate with an individual who may have mental health concerns:

Speak calmly and quietly

Keep a reasonable and safe distance - for you and for them

Get beyond strong language hurled at you

Respond to rage with quiet reassurance

Be concise and keep it simple

Use "I" Statements, reflective listening and don't interrupt

Be respectful, remember the Golden Rule

Be comfortable with silence

Brought to you courtesy of

RMI Clackamas

503-344-5050 or info@namicc.org

Crisis Communications



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Crisis Communications cont...

Move to eye level but don't force eye contact,

Reflect their body language

Announce all of your actions in advance, make no sudden moves

Allow them to pace/move freely

Respond to rage with quiet reassurance

Offer options (for example "do you want the lights off?)

Be willing to repeat yourself

Don't disagree with the their experience or delusions

Validate feelings, not behaviors or beliefs

Do not hurry

Be patient, take your time

Crisis Communications cont...

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Mental Health Resources

In case of a life threatening emergency - 911 In case of a mental health emergency - 988

Local

NAMI Clackamas

10202 SE 32nd Ave., Suite 501

Milwaukie, OR 97222

(503) 344-5050 | www.namicc.org

Clackamas Health Urgent Walk-In Ctr 11211 SE 82nd Ave Suite O, Portland,

OR 97086 | (503) 722-6200

Clackamas Crisis Line (503) 655-8585

Suicide Prevention & Mental Health

24 Hour Crisis Lines (503) 655-8401

Senior Loneliness Line

503-200-1633

Clackamas County Behavioral Health

 ${\bf Division\ -Intake/Access/Referral}$

(503) 742-5335

Clackamas Health & Wellness Centers

(503) 655-8471

Mental Health Trainings

Gettrainedtohelp.com

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Youth & Young Adult Services

Providence Child and Adolescent

Psychiatry Inpatient

(800) 716-5325

EASA- Early Psychosis Treatment -

Lifeworks

(503) 496-3201, Ext 1244

The Living Room

LGBTQ+ Peer Support

704 Main St. #304, Oregon City, OR

97045 (503) 901-5971 Youth Crisis Line

Text teen2teen to 39863

National

988

Crisis Text Line

Text MHA to 741741

Online Peer-based Family Support

www.forlikeminds.com

SAMHSA Treatment Referral

1 - 877 - 726 - 4727

National Suicide Prevention Lifeline

1-800-273-TALK (8255)

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